



KAMLOOPS SEXUAL ASSAULT COUNSELLING CENTRE  
 #601 – 235 1<sup>ST</sup> Avenue, Kamloops, BC V2C 3J4  
 P: 250-372-0179 F: 250-372-2107  
[www.ksacc.ca](http://www.ksacc.ca)  
**24/7 Anti-Violence Hotline: 1-888-974-7278**

<b>Job Title:</b>	Client and Member Support Coordinator	<b>Job Category:</b>	Administration
<b>Location:</b>	Kamloops	<b>Travel Required:</b>	Occasional
<b>Salary</b>	TBD, to commensurate with experience. Benefits upon successful completion of probation, and paid sick and holiday time.	<b>Position Type:</b>	Full-time (35 hours)
<b>Term</b>	Permanent	<b>Hours:</b>	M-F, 8:30-4:30 (1 hour lunch)
<b>Reports to:</b>	KSACC Agency Coordinator		
<b>General Overview of Position</b>	This position is responsible for the reception duties, intakes, administrative support and overall office management tasks. The Client and Member Support Coordinator works as part of a multi-disciplinary team providing support to the public and clients who phone or come in person to the office, support to organization membership and volunteers, and administrative support to the Agency Coordinator and other agency staff. This role is also responsible for ensuring the office is adequately supplied. They work closely with the Agency Coordinator and other staff and conduct their duties in the cooperative style that reflects the feminist perspective the Centre.		

Job Description	
<b>Reception/Administrative</b>	<ul style="list-style-type: none"> <li>• Completes monthly intake statistics</li> <li>• Opens and closes the office each day</li> <li>• Manages the answering machine; retrieves messages in the morning and distributes them appropriately</li> <li>• Maintains the daily log of phone calls and in-person appointments</li> <li>• Monitor remote staff check-ins daily</li> <li>• Scheduling and cancellation of client appointments</li> <li>• Takes minutes for staff meetings and circulates completed documentation</li> <li>• Performs general office duties, including, but not limited to filing, photocopying, operation of office equipment, printer, photocopier</li> <li>• Maintains computer file management system, including cloud-based file management system, CAMs</li> <li>• Prepares documents in standardized formats, as requested by the Agency Coordinator and other staff</li> <li>• Develops graphic design projects and agency materials (posters, brochures, etc.)</li> <li>• Oversees the use of library resources</li> <li>• Ensures the waiting room is welcoming and maintained</li> <li>• Orders/purchases office supplies</li> </ul>
<b>Collaboration</b>	<ul style="list-style-type: none"> <li>• Works collaboratively with all staff and volunteers to provide support with office administration</li> <li>• In collaboration with the Agency Coordinator, Board President, and Board Treasurer, coordinates and distributes monthly Board Meeting Package</li> <li>• Coordinates, manages invites, and prepares documents for the Annual General Meeting</li> <li>• Coordinates, manages invites, and prepares documents for various internal committee meetings, as directed by the Agency Coordinator</li> <li>• Engages in regular meetings with the Agency Coordinator based on need</li> </ul>

**Counselling Services, Court Accompaniment, Support Groups, Public Education, Advocacy**



<b>Clients</b>	<ul style="list-style-type: none"> <li>• Scheduling and cancellation of client appointments</li> <li>• Greets clients and lets the counsellor/society staff know that the client has arrived</li> <li>• Client intake for adult clients over the phone</li> <li>• Directs clients to other service providers as needed</li> <li>• Offers client crisis intervention as needed, on the phone and in-person, until a support worker or counsellor can take over</li> </ul>
<b>Members</b>	<ul style="list-style-type: none"> <li>• Maintains Society membership list</li> <li>• Renews membership annually for interested members in advance of the AGM</li> <li>• Supports new member registration throughout the year</li> <li>• Maintains up to date membership contact list</li> <li>• Keeps in regular contact with membership through updates and newsletters</li> </ul>
<b>On-going Education</b>	<ul style="list-style-type: none"> <li>• Actively engages in an employee annual planning process</li> <li>• Develops an annual education/learning plan based on the support needs of KSACC and budgetary guidelines</li> <li>• Completes a minimum of 35 hours annually of professional development</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Attends staff meetings</li> <li>• Attends KSACC Annual General Meeting</li> <li>• Participates in internal committees</li> <li>• Provides back-up coverage of the Crisis Line, as needed</li> <li>• Other duties as required</li> </ul>

<b>Education/Experience/ Skills Required</b>	
<b>Education</b>	<ul style="list-style-type: none"> <li>• Certificate or diploma in office administration or human services, and/or equivalent, or equivalent work/life experience. KSACC values the learning of lived experience comparable to formal education</li> </ul>
<b>Experience/Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of intersectional feminist practices and ideologies</li> <li>• Knowledge and experience with client support services</li> <li>• Knowledge and experience with Microsoft Office Suite</li> <li>• Experience managing multiple tasks at once, remaining organized, and staying calm under pressure</li> <li>• A comprehensive understanding of confidentiality</li> <li>• Familiarity and commitment to the Truth and Reconciliation Calls to Action, and the Murdered and Missing Indigenous Women and Girls Calls for Justice</li> </ul>
<b>Travel</b>	<ul style="list-style-type: none"> <li>• Very occasional travel is required for this position for training or office related shopping</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Must be fully vaccinated against COVID-19</li> <li>• Ability to work fulltime from our Kamloops office</li> </ul>



<b>Application Information</b>	<ul style="list-style-type: none"><li>• Please send resumé and cover letter, including three references to Alix Dolson at <a href="mailto:alix@ksacc.ca">alix@ksacc.ca</a>. Please note the position title in your email subject line.</li><li>• All application materials must be received by Monday November 15<sup>th</sup>.</li></ul> <p>At KSACC, we value lived experience, work experience, and educational experience, and believe that all types of experience may provide applicants with the skills needed to be well suited to anti-violence work with KSACC. We also prioritize hiring folks of diverse backgrounds and experiences including Indigenous people, racialized people, queer people, disabled people, people of marginalized genders, as well as other intersections of identity. We ask, but do not require, applicants to self-identify in their cover letter so that we can adequately prioritize the application. If you have any questions, please reach out to <a href="mailto:alix@ksacc.ca">alix@ksacc.ca</a></p> <p><i>Due to the high volume of applications that we receive, we are only able to follow up with short-listed applicants.</i></p>
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